

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Administrative Specialist - RAP

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	1	Non-Exempt	Section 8 RAP	Section 8 Program Manager

CLASS SUMMARY:

This position is responsible for performing a variety of routine and non-routine administrative tasks requiring standard knowledge of programs and operations of an assigned area.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Performs non-routine office tasks, including: scheduling annual inspections; responding to a range of inquiries from tenants, owners, and others; and performing related tasks.
2.	Performs standard office tasks, including: answering phones, directing calls, and taking messages; printing and mailing letters; and preparing lists of tenants with active leases.
3.	Processes property sales, address changes, move notices, tenant income adjustments, invoices, and related documents.
4.	Processes documents, including: processing transfer of contact documents in response to sale of property, management changes, and other situations; processing rent roll and tenant payments; and processing portability checks.
5.	Processing of income adjustments
6.	Prepares requisitions for supplies as needed.
7.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 2-4 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Department operations and programs;
- Computers and related office equipment;
- Housing inspection operations;
- Methods of preparing requisitions;
- Data entry methods;
- Customer service principles.

Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

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SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Preparing schedules;
- Maintaining an inventory of supplies;
- Using computers and related office equipment;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR